

VFC Vaccine Centralized Ordering & Distribution Fall Regional Conferences 2007

Terri Adams RN, BSN
VFC Coordinator
Division of Immunization
Michigan Department of Community Health
October-November, 2007



Outline for today's discussion:

- I. History of transition
- II. Timeline of transition
- III. McKesson transition process
- IV. MCIR transition process
- V. MDCH transition process
- VI. LHDs role in transition process
- VII. VFC Program Changes
- VIII. Possible Future Changes



I. History of MDCH Transition to Centralized Ordering and Distribution (COD)

- The National Centers for Immunization and Respiratory Diseases (NCIRD) at CDC began implementing a new centralized vaccine distribution process for the Vaccines for Children program
- On February 2007, the 3 year initiative to nationally centralize vaccine distribution began as scheduled
- This process known as Vaccine Management Business Improvement Project (VMBIP), includes 33 states transitioned to the third party distribution system using contractor-McKesson, over 14.2 million doses shipped to providers
- Most recent state to transition was Minnesota, the process will stop until flu vaccine distribution is complete and then restart in early 2008
- Several states already used 3rd party distribution before VMBIP, some like Michigan had in-house vaccine depots
- All states report no drop in providers due to COD



I. History of MDCH Transition to Centralized Ordering and Distribution (COD)

- VMBIP began with a comprehensive review of how public vaccine is managed
- Distribution - consolidated third party, contact at federal level (McKesson)
- Provider ordering - web-based provider orders, approved via automated business rules
- Stockpile - National Pediatric Stockpile held at centralized distributor – used for shortages and outbreaks



I. History of MDCH Transition to Centralized Ordering and Distribution (COD)

- How does this history help Michigan?
- MDCH can benefit from other states that have transitioned
 - Discuss issues that pilot states encountered
 - Review McKesson process of packing and shipping vaccine
 - Review the process of transition
 - Ongoing national calls and MDCH meetings to prepare Michigan to transition to centralized ordering and distribution



II. Timeline of VMBIP/Centralized Ordering and Distribution (COD)

- Began sharing information at Fall 2006 Regional Conferences
- April 2007 presented VMBIP at Spring IAP meetings
- Provider letters sent from to introduce them to VMBIP
- June 13, 2007 CDC and McKesson visit Michigan, reviewed VMBIP process
- August 2007 MDCH website updated with VMBIP
 - www.Michigan.gov/vfc
- September 6, 2007 Conference call with LHDs to discuss their role and plans to begin transition
- Beginning of November 07 start testing new Vaccine Inventory Module (VIM) in MCIR



II. Timeline (cont.) VMBIP/Centralized Ordering and Distribution (COD)

- September 27, 2007 Lower IAP Meeting
- October 10, 2007 Upper IAP Meeting
- Fall 2007' MDCH Conferences include a VMBIP/COD Presentation
- Begin training current VIM users in November/December for transition in **early 2008**
 - MCIR has **185** current VIM users
 - Mostly LHDs



II. Timeline (cont.) VMBIP/Centralized Ordering and Distribution (COD)

- Early 2008** "Go Live"
- Begin training all non-VIM users LHDs and private providers **with a 6 month transition**
- Spend down state and LHD inventories **during the transition**
- Complete transition by



III. McKesson Transition Process

- Long history in pharmaceutical delivery
- This company has over \$80 billion in revenues
- An average of 2 states per week **were** scheduled to transition through March 2008 **now changed to later in 2008**
- More than 8,000 square footage of refrigerated space, and 6,000 of that for CDC



III. McKesson Transition Process (cont.)

- Lessons we are learning, steps for MDCH:
 - Confirm vaccine presentations to ensure orders are complete (MCIR survey)
 - Ensure provider open hours are correct for delivery
 - Instruct providers to open box immediately and check temperature – is temperature monitor in box okay?
 - Communicate with stakeholders



III. McKesson Transition Process (cont.)

- McKesson is required to ship 80% of provider orders within three shipping days and 100% of orders in five shipping days
- Shipping days are Monday, Tuesday and Wednesday
- Depending on when a provider order is received, McKesson will initiate shipping process
- Once an order is shipped, providers should receive delivery within 48 hours
- The range of provider's open days and hours may affect delivery



McKesson Transition Process (cont.)

McKesson's specific day of shipment is dependent on the day a provider order is received

- ▶ McKesson is required to ship 80% of provider orders within three shipping days and 100% of orders in five shipping days
 - Shipping days are Monday, Tuesday, and Wednesday
- ▶ Depending on when a provider order is received, McKesson will initiate the shipping process

Scenario 1: Order received on Monday, Thursday, or Friday
Scenario 2: Order received on Tuesday
Scenario 3: Order received on Wednesday

Week 0	M	T	W	TH	F
Week 1	M	T	W	TH	F
Week 2	M	T	W	TH	F
Week 3	M	T	W	TH	F

Week 1	M	T	W	TH	F
Week 2	M	T	W	TH	F
Week 3	M	T	W	TH	F

Week 1	M	T	W	TH	F
Week 2	M	T	W	TH	F
Week 3	M	T	W	TH	F

- Shipping Day #1, 2, and 3
- Shipping Day #4 and 5

- Shipping Day #1, 2, and 3
- Shipping Day #4 and 5

▶ Once an order is shipped, providers should receive delivery within 48 hours

III. McKesson Transition Process (cont.)

- The best case scenario for shipping:
 - Provider places order in MCIR, LHD approves order and electronically submits to MDCH via MCIR
 - MDCH electronically submits order to CDC who transmits order to McKesson on Monday, Thursday, or Friday
 - McKesson picks, packs and ships order in one day
 - Provider is open for delivery Monday through Friday, 9:00 AM to 5:00 PM
 - Vaccine is delivered in four business days of order placement from CDC



III. McKesson Transition Process (cont.)

- Worst case scenario for delivery if McKesson ships on fifth shipping day and provider has limited availability
 - Provider places order in MCIR, LHD approves order and electronically submits to MDCH via MCIR
 - MDCH electronically submits order to CDC who transmits order to McKesson on Wednesday
 - McKesson takes the full five shipping days to pick, pack, and ship the order
 - Provider is open for delivery Monday and Wednesday, 1:00 PM to 4:00 PM
 - Vaccine is delivered in over two weeks of order placement from CDC to McKesson



IV. MCIR Transition Process

- Providers know MCIR, so let's use MCIR:
 - Vaccine Inventory Module (VIM) will be totally redone
 - Ordering will be done electronically via MCIR by the provider,
 - LHD will review and approve
 - Plan to have MCIR collect order information and submit to McKesson electronically (other states are in this process)

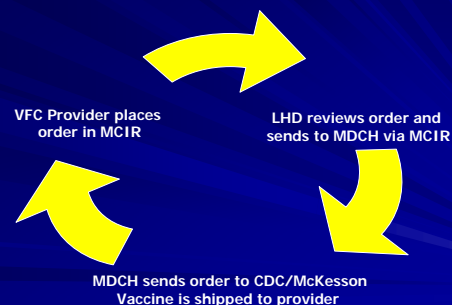


V. MDCH Centralized Ordering and Distribution (COD) Transition Process

- Maintain a vaccine inventory in the LHDs during transition
- Work with LHDs, MCIR staff, and field staff to develop a jurisdictional plan to roll out MCIR training-LHDs to determine schedule of when to train providers
- MCIR staff will activate the VIM and ordering at the time of training for each provider
- Physicians will transition to MCIR inventory and ordering as they are trained
- Providers not yet trained will obtain vaccines from LHDs



V. MDCH Centralized Ordering and Distribution (COD) Transition Process



V. MDCH Centralized Ordering and Distribution (COD) Transition Process

- LHDs will use the transfer option in the new VIM to transfer vaccine from their state vaccine inventories to their own clinics and distribute vaccine to private providers not yet trained
- Will require careful planning to assure state and LHD inventories are decreased to zero by **the end of transition**



VI. LHDs Role in Transition Process

- LHDs are the lead for all centralized distribution processes
 - MCIR staff to coordinate COD function training at each agency
 - May choose to have group trainings, lab trainings, etc.
- LHD staff do not have to attend all MCIR function training done at provider offices
 - LHDs will answer questions for providers if needed
- LHDs and current VIM users (185) go first with new VIM (November), will begin using as trained and will continue to use until the "go live date, then add e-ordering"
- After **the go live date** begin transitioning all non-VIM users and begin "e" ordering
- Transition all other providers through **the end of the roll-out period**
 - Trying to avoid "Flu" and "Back to School" Seasons



VI. LHDs Role in Transition Process (cont.)

- LHDs approve all vaccine orders
 - If an issue occurs, LHD can defer to MDCH for state approval
- MDCH can select "priority order", which would move it to the top of the orders at McKesson
 - Should be limited to outbreaks and vaccine loss replacements
 - If a provider just forgets to order, LHD can submit order, but not as a "priority order"
 - Remind provider of tiered ordering system
- Who handles the phone calls?
 - Provider calls to go to LHDs
 - LHD calls MDCH if necessary:
 - Contact VFC if it is a vaccine issue
 - Contact MCIR if it is a MCIR functional issue
 - MDCH to call McKesson if issue is still un-resolved



VI. LHDs Role in Transition Process (cont.)

- Non-compliant provider:
 - LHDs must instruct providers the use of MCIR is required for VFC after the go live date
 - LHD can hold orders until provider complies
 - LHDs can offer back up to data entry issues
 - If provider refuses to comply with MCIR requirements, notify MDCH Immunization Field Rep
 - MDCH Immunization Field Rep will work with MDCH VFC to achieve a resolution if possible
 - If not, provider will be dropped from the program



VI. LHDs Role in Transition Process (cont.)

Preparation for Providers

- Provide information at VFC site visits
- Begin doing monthly vaccine inventory (actual count in refrigerators and freezers) will be required with e-ordering
- Identify VFC stock in all vaccine storage units
- Rotate stock
- VFC Private Providers should plan to have 2 month supply of vaccine inventory at go live date
- Complete and submit monthly temperature logs, which will be required with e-ordering
- Train in MCIR doses administered reports



VI. LHDs Role in Transition Process (cont.)

Preparation for Providers (continued)

- Encourage providers to place vaccine orders at least 7-14 days in advance (prep for "e" ordering)
- Review phased tiered ordering system
 - Pre-set ordering schedule for providers to follow
 - Ease of workload for LHDs and MDCH and McKesson
- LHDs and MCIR staff to train and activate providers one at a time for e-ordering
- Begin educating providers that VIM and "e" ordering will be phased, based on tiered ordering system per LHD roll out plan



VII. Changes to VFC Program

- New "e" ordering system starting in **early 2008**
- Vaccine to be shipped directly to providers as they are trained and place "e" orders
- MDCH depot will no longer ship vaccine after transition
- New vaccine loss report in MCIR, expired or non-viable vaccine returned to McKesson, not MDCH Depot, after go live date (reimbursement process for vaccine losses will remain the same as before)
- Increased accountability with new VIM
- Requiring faxed temp logs, inventory count, reconciliation and wastage report, as well as MCIR doses admin reports



VII. Changes to VFC Program (cont.)

- New vaccine presentations for providers will be available
- New temperature scan sheet will be introduced (later in 2008), providers to submit monthly by faxing to scan center, LHD will review
- Vaccine packages can be broken down to smaller quantities of 5
 - DT will be available in quantities of 1
- Resource Book for Providers will be posted on MDCH website by the **transition** and updated as changes occur through out transition



VIII. Possible future changes

- Items currently in discussion:
 - Optional vaccine presentations
 - Scan forms for temp logs and how to get them processed before order is sent
 - Acceptable vaccine wastage %
 - Emergency back-up plan for LHDs to process e-ordering (paper back-up?)
 - Electronic enrollment in VFC via MCIR for October 2008



Thank you

- Let's all work together on this project in an effort to "catch" Michigan VFC the best centralized ordering and distribution (COD) process possible!
- www.Michigan.gov/vfc

